

<b>Number:</b>	09.3.3	<b>Page:</b>	1 of 2
<b>Latest Version:</b>	1.1	<b>Revision Date:</b>	12/23/2016
<b>Effective Date:</b>	12/23/2016	<b>Replaces:</b>	NEW
<b>Revised By:</b>	Joshua Graves	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Robert Hight	<b>Reviewing Unit:</b>	Client Management
<b>Title:</b>	Workstation Patch Application SOP		
<b>Description:</b>	This document is the operating standard for applying workstation patches.		

## Workstation Patch Application Standard Operating Procedure

### 1. General Statement of Purpose

- 1.1. The purpose of this document is to define the procedures for determining when patches are available for OMES workstations and how and when they should be applied.
  - 1.1.1. This document does not apply to emergency changes.

### 2. Scope

- 2.1. The Workstation Patch Application Process applies to all workstations supported by OMES, no matter the type of hardware or current version of operating system present on the device.

### 3. Discipline

- 3.1. Technical Standards

### 4. Terms and Definitions

- 4.1. Patch – A piece of software designed to update a computer program or its supporting data, to fix or improve it. This includes, but is not limited to fixing security vulnerabilities and improving usability and performance.

### 5. Instructions

- 5.1. Each Wednesday, newly published Software Bulletins are made available through the Patch Management section of Altiris, by import via Symantec. Workstations run a System Assessment against this import by the Altiris agent and report to the console if they should be targeted. Updates are deployed to the targeted test workstations on Thursday evening pending approval by the Client Management team.
- 5.2. The Client Management team submits a Standard Change ticket in the PPM Tool for deployment.
  - 5.2.1. If the deployment date varies from the Standard Change, this should be noted in the change ticket.
  - 5.2.2. The Client Management team submits a report of applicable patches to the Service Quality team for notification to the test group. This report includes the product names and major components to be patched.
- 5.3. Each Thursday, the Client Management team deploys the new patches to the test group for one week. This one week testing period helps to determine if there are readily identifiable issues with the environment being tested.
  - 5.3.1. The test group consists of selected staff/workstations in each OMES IS Application group and other staff provided to the Client Management team.

<b>Number:</b>	09.3.3	<b>Page:</b>	2 of 2
<b>Latest Version:</b>	1.1	<b>Revision Date:</b>	12/23/2016
<b>Effective Date:</b>	12/23/2016	<b>Replaces:</b>	NEW
<b>Revised By:</b>	Joshua Graves	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Robert Hight	<b>Reviewing Unit:</b>	Client Management
<b>Title:</b>	Workstation Patch Application SOP		
<b>Description:</b>	This document is the operating standard for applying workstation patches.		

- 5.3.1.1. The Client Management team should be provided with the usernames/machine names of the test group.
  - 5.3.2. The Client Management team verifies the patches were applied appropriately via the Compliance by Bulletin report provided in the Altiris console.
  - 5.3.3. If the testers encounter any problems with the patches, they should notify the Client Management team immediately by emailing [AltirisGroup@omes.ok.gov](mailto:AltirisGroup@omes.ok.gov).
  - 5.4. After the patches have been in testing for one week, and any issues have been remediated, the patches are applied to production on Thursday evening.
    - 5.4.1. The Client Management team verifies the patches were applied appropriately via the Compliance by Bulletin report provided in the Altiris console.
  - 5.5. All patches will be put into production within 14 days of release from the vendor, unless issues arising from testing cannot be remediated in that timeframe.
  - 5.6. Out-of-cycle patches, or emergency patches, may be applied as needed with limited testing. Two or three people in the test group will be contacted to test without delay.
6. Roles and Responsibilities
- 6.1. Client Management team
    - 6.1.1. Submits a Standard Change ticket in the PPM Tool for deployment.
    - 6.1.2. Submits a report of applicable patches to the Service Quality team for notification to the test group.
    - 6.1.3. Deploys new patches on Thursdays to the test group for one week.
    - 6.1.4. Deploys the previously tested patches to production after one week in testing.
    - 6.1.5. Verifies the patches were applied appropriately via the Compliance by Bulletin report provided in the Altiris console.
    - 6.1.6. Maintains the Workstation Patch Test Group in Altiris.
  - 6.2. Application team
    - 6.2.1. Identifies workstations in their areas to test patches.
    - 6.2.2. Tests workstation patches and reports status to the Client Management team.
  - 6.3. Service Quality Team
    - 6.3.1. Sends report of the applicable patches to the test group.
    - 6.3.2. Communicates changes in scheduling.
7. References
- 7.1. Client Management team email – [AltirisGroup@omes.ok.gov](mailto:AltirisGroup@omes.ok.gov)
  - 7.2. Test group email – [WorkstationPatchTestTeam@omes.ok.gov](mailto:WorkstationPatchTestTeam@omes.ok.gov)